

<b>Labor and Workforce Development</b>	<b>Frequency</b>	<b>Desired Trend</b>	<b>Target</b>	<b>Prior Quarter</b>	<b>Current Quarter</b>	<b>Change</b>	<b>Last 12 Month Average</b>
<b>Performance Indicators - January 2013</b>							
<b>Workforce Development:</b>				<b>Qtr End Sept. 2012</b>	<b>Qtr End Dec. 2012</b>		<b>Jan 12 - Dec 12</b>
<b>Workforce Investment Act (WIA) - Adults Served</b>							
Percent of Participants who Entered Employment	Quarterly	increase	81.9%	82.2%	82.3%	0.1%	82.3%
Percent of Participants who Retained Employment for 6 months or more	Quarterly	increase	84.0%	85.5%	85.8%	0.3%	85.8%
Six Month Average Earnings of those who Entered Employment	Quarterly	increase	\$12,303	\$12,700	\$12,782	0.6%	\$12,782
<b>WIA Dislocated Workers</b>							
Percent of Participants who Entered Employment	Quarterly	increase	82.3%	80.9%	79.2%	-1.7%	79.2%
Percent of Participants who Retained Employment for 6 months or more	Quarterly	increase	87.1%	87.3%	86.9%	-0.4%	86.9%
Six Month Average Earnings of those who Entered Employment	Quarterly	increase	\$18,390	\$17,725	\$17,700	-0.1%	\$17,700
<b>WIA Youth (age 14 - 21)</b>							
Percent of Participants who have attained a High School Degree or a GED Certificate	Quarterly	increase	77.2%	69.9%	68.1%	-1.8%	68.1%
Percent of Participants who Entered Employment or continued their Education	Quarterly	increase	65.2%	67.1%	66.5%	-0.6%	66.5%
Percent of Participants who Demonstrated Gains in Literacy or Numeracy	Quarterly	increase	65.4%	57.3%	52.7%	-4.6%	52.7%
<b>Employment Services</b>							
Percent of Participants who Entered Employment	Quarterly	increase	45.0%	42.0%	44.0%	2.0%	44.0%
Percent of Participants who Retained Employment for 6 months or more	Quarterly	increase	77.0%	75.0%	77.0%	2.0%	77.0%
Six Month Average Earnings of those who Entered Employment	Quarterly	increase	\$16,435	\$15,656	\$16,324	4.3%	\$16,324
<b>WorkFirst New Jersey</b>							
Percent of Participants who Entered Employment	Quarterly	increase	15.0%	37.5%	not available		
<b>Vocational Rehabilitation Services</b>							
Elapsed Time from Eligibility Determination to the development of an Individual Plan for Employment (in days)	Quarterly	reduce	60 Days	65.0	63.0	-3.1%	71.0
Average increase in the hourly rate of pay for those individuals who enter employment	Quarterly	increase	\$12.17	\$11.69	\$12.80	9.5%	\$12.05

	Frequency	Desired Trend	Target	Prior Month	Current Month	Change	Last 12 Month Average
<b>Income Security:</b>				<b>December-2012</b>	<b>January-2013</b>		<b>Feb 12- Jan 13</b>
<b>Disability Determinations Services</b>							
Time it takes to process a case (in days)	Monthly	reduce	85	96.8	113.9	17.7%	97.8
Percent of processed cases deemed accurate	Monthly	increase	97.0%	93%	98%	5.7%	95.9%
Cases that remain pending 12 or more months	Monthly	reduce	0	7	3	-57.1%	2
<b>Unemployment Insurance</b>							
Initial Claims:							
Percent of cases receiving first payment within 21 days	Monthly	increase	87.0%	47.2%	73.5%	26.3%	78.8%
Percent of Non-Monetary Determinations decided within 21 days	Monthly	increase	80.0%	38.0%	28.4%	-9.6%	60.7%
Number of Lower Authority Appeals							
Decisions within 30 days	Monthly	increase	60.0%	3.2%	16.7%	13.5%	6.0%
Decisions within 45 days	Monthly	increase	80.0%	3.7%	18.3%	14.6%	8.8%
Decisions within 90 days	Monthly	increase	95.0%	6.2%	19.4%	13.2%	16.9%
Number of Upper Level Appeals							
	Monthly	reduce	600	547	515	-5.9%	1,116
<b>Unemployment Insurance Call Centers</b>							
Average wait time to speak to an agent (in minutes)	Monthly	reduce	20 Minutes	30:12	39:14	29.9%	23:45
Percentage of initial claims filed online	Monthly	increase	55.0%	54%	59%	5.0%	54.0%
Percentage of continued claims filed online	Monthly	increase	70.0%	62%	56%	-6.0%	66.7%
Percentage of initial claims filed without agent assistance	Monthly	increase	60.0%	50%	40%	-10.0%	48.7%
Time to process initial claims handled by agents (in days)	Monthly	reduce	5 days	5	5	0.0%	5
<b>Temporary Disability Insurance</b>							
State Plan Initial Claims:							
Eligibility Determined within 14 days of receipt	Monthly	increase	69.0%	62.2%	59.4%	-2.8%	61.5%
Eligibility Determined within 28 days of receipt	Monthly	increase	88.0%	81.8%	82.0%	0.2%	83.5%
<b>Family Leave Claims</b>							
Eligibility Determined within 14 days of receipt	Monthly	increase	70.0%	77.9%	76.3%	-1.6%	76.2%
Eligibility Determined within 28 days of receipt	Monthly	increase	90.0%	92.5%	92.9%	0.4%	91.4%
<b>Temporary Disability Insurance-Family Leave Insurance Call Center</b>							
Average wait time to speak to an agent (in minutes)	Monthly	reduce	7 Minutes	5:53	6:47	15.3%	5:42
Rate of Abandoned calls	Monthly	reduce	16.0%	16.0%	18.0%	2.0%	16.8%
Percentage of calls handled without agent assistance	Monthly	increase	90.0%	73.0%	67.0%	-6.0%	71.3%

<b>Workers' Compensation:</b>				December-2012	January-2013		Feb 12- Jan 13
Expedite the case listing and hearing of all motions involving medical treatment issues by completing:							
Emergent medical treatment disputes resolved within 30 days	Monthly	increase	100.0%	100.0%	100.0%	0.0%	100.0%
Non-emergent issues resolved within 60 days	Monthly	increase	100.0%	68.00%	67.00%	-1.0%	67.4%
<b>Labor Standards and Safety Enforcement:</b>			Goal	December-2012	January-2013		12 Month Average
<b>Public Safety and Occupational Safety &amp; Health</b>							
<b>Asbestos Control</b>							
Monitor asbestos abatement contractors', workers', and supervisors' compliance with licensing requirements through inspection of work sites	Monthly	increase	230	209	192	-8.1%	223.0
<b>Number of Inspections</b>							
Crane Inspections	Monthly	increase	10	59	58	N/A	27.7
Mine Inspections	Monthly	increase	33	33	67	N/A	65.8
Explosive Inspections	Monthly	increase	155	105	227	N/A	166
Retail Gasoline Inspections	Monthly	increase	12	0	4	N/A	12.5
Fireworks Inspections	Monthly	increase	3	2	3	N/A	1.2
<b>Public Employees Occupational Safety &amp; Health (PEOSH)</b>							
Percentage of complaints investigated within 5 days as negotiated with OSHA as part of an approved State Plan	Monthly	increase	100.0%	100.0%	100.0%	0.0%	100.0%
<b>On-Site Consultation &amp; Training</b>							
Number of annual health and safety consultation visits to public sector employers	Monthly	increase	4	3	4	33.3%	5
Number of health and safety consultation visits to private sector employers	Monthly	increase	44	14	24	71.4%	32
WDPOccupational Safety Training-number of training sessions*	Monthly	increase	20	33	35	6.1%	33
<b>Boiler and Pressure Vessel Compliance</b>							
Number of boilers or pressure vessels inspected monthly	Monthly	increase	1,600	1,814	1,909	5.2%	2,218
<b>Wage and Hour Compliance</b>							
<b>Response to Complaints</b>							
Inspections triggered by a worker complaint which are completed within 90 days	Monthly	increase	80.0%	88.0%	88.0%	0.0%	92.3%
<b>Public Works Contractor Registration</b>							
Percent of applications processed within 30 days of receipt	Monthly	increase	90.0%	94%	98%	4.0%	96.4%
*New Category							